

VIRGINIA RELAY SERVICE
Customer Contact Report
(October, 2001)

I. Commendations	Voice	TTY	Total
CA/OPR Related	6	5	11
Relay/OSD Related			
Other			
Total Commendations	6	5	11
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate		1	1
Scope of Service			
Other (Misc)			
Total Complaints		3	3
III. Inquiries/Comments	Voice	TTY	Total
General Information	7	1	8
Outreach/Marketing			
Explain Relay	2		2
TTY Distrib/Purchase	2		2
LEC Service			
Billing/Rate	1	4	5
Computer Settings			
Technical Related	1	1	2
Other	4	5	9
Total Inquiries/Comments	17	11	28
Grand Total	23	19	42

AT&T PROPRIETARY
Use Pursuant to Company Instructions